

Healthwatch Worcestershire

Public Board Meeting

Wednesday 11 September 2019

The Civic Centre, Queen Elizabeth Drive, Pershore WR10 1PT

Minutes

1. Attendance

Directors:

Jo Ringshall - Vice Chair

John Taylor

Martin Gallagher

Simon Adams - Managing Director

Co-opted Members:

David Saunders - Volunteer

Families in Partnership [Bernadette Louise]

The Swallows - Head and Neck Cancer Support Group [Chris Byrne]

Sandycroft Centre [Lee McKenzie]

St Pauls Hostel [Jonathan Sutton]

Apologies

Peter Pinfield - Director & Chair

Jane Stanley - Director

Young Solutions Worcestershire [Pete Sugg] - Co-opted Member

[NB the Co-opted Members attend the Board meeting as non-voting participants]

2. Appointment of Chair for the Meeting

The Directors unanimously agreed that JR should chair the meeting in the absence of PP

3. Declarations of interests

J Sutton - Homelessness [agenda item - Safeguarding Homeless People with Care and Support Needs]

4. Development of a Clinical Services Strategy for Worcestershire Acute Hospitals NHS Trust

Mr Graham James, the Deputy Chief Medical Officer of Worcestershire Acute Hospitals NHS Trust briefed the Board on the progress in the development of the Trust's new Clinical Strategy and took questions.

The following points were made by Mr James:

- The Clinical Strategy will define the Trust's position in Worcestershire's healthcare system
- Putting patients first
- Retention and recruitment of staff to key posts
- Developing a strategy that the Trust can deliver
- The strategy will be dependent on partnerships with other organisations in the health and care system.
- Recognition of challenges associated with demographic changes in Worcestershire eg age and frailty.
- Development of strategy clinically and NOT financially led but needs to recognise financial constraints.

- For patients the strategy is not about closing hospitals sites; it is about making best use of the hospitals.
- Specialised services - need to comply with national guidance to be able to deliver safe services and recruit staff. Trust looking to identify a single tertiary service provider.
- Trust improving its approach to Patient and Public Involvement in the development of the Clinical Strategy, aim to engage with local populations to ensure their needs are met.

JR thanked Mr James for attending the meeting.

5. Minutes of the Public Board Meeting on 10 July 2019.

The Directors following discussion with the Co-opted Members unanimously agreed the minutes of the Public Board meeting on 10 July 2019.

Matters Arising:

- **NHS Long Term Plan Engagement**

The Board noted the report summarising responses from Worcestershire's population to the engagement undertaken by Healthwatch Worcestershire on the NHS Long Term Plan which the Directors approved for publication with the support of the Co-opted Members.

Action: Publish report.

- **Children's Safeguarding**

JS reported that the Chair of Worcestershire County Council's Children and Families Overview and Scrutiny Panel had arranged for performance data for children's social care services to be presented at the Panel in future and that therefore the data will be available to Healthwatch Worcestershire. Therefore, JS had not written to the Chief Executive of Worcestershire County Council in relation to make the data available.

The Board agreed to monitor the situation to ensure Healthwatch Worcestershire has access to the performance data to fulfil its statutory function of enabling local people to monitor the quality of service provision.

- **NHS Public Patient Involvement in Worcestershire**

JS reported that Olivia Butterworth, Head of Public Participation, NHS England and NHS Improvement had responded to the enquiry about the role of 'NHS Patient Leader' with information that the term has become fairly widely used over the last few years along with others such as Patient Public Voice Partner, Expert by Experience and Service User Leader, and a view that they all mean the same thing which she did not define. She was explicit that the terms do not imply that there is a hierarchy to people's voice and experience where they want to contribute.

It was also noted that Ms Butterworth had provided positive feedback on NHS engagement in Worcestershire in a separate communication; recognising:

- A well-developed approach by NHS partners to systems working to involve people in the work the NHS is taking forward in Worcestershire.
 - The development of a strategy to involve people in the journey of service change as opposed to a single 'consultation' exercise which can negate the need to formally consult, and the health Overview and Scrutiny Committee's role in such decisions.
 - Strong local partnerships including that with Healthwatch Worcestershire.
- The Board noted the response.

6. Safeguarding Homeless People with Care and Support Needs

The Board noted the letter that JT had written to the Case Review Sub-Group of the Worcestershire Adult Safeguarding Board [WASB] with proposals for the Terms of Reference for the Thematic Review of the 4 deaths of homeless people. Noted that the WASB intended to hold a stakeholder meeting to consider the draft ToRs to which Healthwatch Worcestershire would be invited.

The Board noted the requests that had been made to Worcester City Council using the Freedom of Information Act for the following information:

- The contract service specification for the Single Person and Childless Couples Homeless Prevention Support Service.
- The contract service specification for an Outreach Service for Single Homeless in Worcestershire and Cold Weather 'No Second Night Out (Provision 9Night Assessment Centre)
- The transition plan or documented arrangements that were put in place by Worcester City Council and the outgoing and incoming providers to ensure a managed transition of services between the contracts.
- The Council's report into the second death of a rough sleeper in Worcester.

The Board noted that the Council had disclosed:

- unredacted copies of the contract service specifications and the mobilisation plan [service transition plan between the 2 contracts].
- a report entitled 'Independent review into the death of an individual sleeping rough, July 2018' in which all but the Conclusion and Recommendations sections had been redacted. SA reported that he had formally requested a review of the extent to which the Council's had redacted the report and that a response was awaited. The Board noted and endorsed the grounds for the review [review request dated 21 August 2019].

SA also reported that a Council officer had confirmed that the death which had occurred in 2017 had been referred to the WASB in January 2019 and that he had therefore asked for an explanation of the delay and for a copy of the Council's Adult and Childrens Safeguarding Policies.

In discussion with the Co-opted Members the Directors agreed that the next steps were to consider the recent disclosures from the perspective of the provision of outreach services to support rough sleepers with care and support needs, to pursue a meaningful disclosure of the report into the death of the rough sleeper, and attend the stakeholder event for the ToRs for the thematic review.

In discussion it was noted that Maggs Day Centre provides a county wide outreach service that is funded by the Big Lottery. The Board agreed that it was unclear from enquiries that JR and SA had made where the accountability for Adult Safeguarding sat with a service funded by the Big Lottery - agreed to pursue with WASB.

The Directors delegated actions to JR and SA to progress.

Action: JT and SA

7. The Future of Herefordshire and Worcestershire's Clinical Commissioning Groups

The Directors retrospectively agreed, with support of the Co-opted Members, the response that Healthwatch Worcestershire had submitted to the consultation on the proposals for the future of Herefordshire and Worcestershire's Clinical Commissioning Groups, noting that Board members had been engaged in preparing the response.

The Accountable officer response was considered by the Board and the Directors agreed to periodically review progress with the merger.

8. Care in the Corridor - Follow up Visits 2019 - Full Report and Summary Report

JR presented the full and summary reports of the Care in the Corridor Follow-up Visits 2019. The Board considered the reports which the Directors agreed for publication with the support of the Co-opted Members.

Action: Publish report

- 9. NHSE West Midlands Review of Outs of Hours and Special Care Community Dental Services**
JR presented Healthwatch Worcestershire's response to NHS England's 'Review of Outs of Hours and Special Care Community Dental Services' in the West Midlands which the Board considered, and the Directors agreed retrospectively with the support of the Co-opted Members, noting that Board members had the opportunity to contribute to the response before it was submitted.
- 10. Healthwatch Worcestershire Performance Monitoring Report Q1 [April to June] 2019/2020**
SA presented the Performance Monitoring Report for Q1 2019/2020 which the Board considered, and the Directors agreed.
- 11. HWW Business Plan 2019-2021**
SA presented amendments to the Business Plan for 2019/2021 [see business plan with amendments highlighted] which the Board considered, and Directors agreed with the support of the Co-opted Members.
The Board considered the Business Plan Progress report.
- 12. Healthwatch Worcestershire's Research Protocol and Project Planning Process**
JS presented revisions to the Research Protocol and Project Planning process which the Board considered, and the Directors agreed with the support of the Co-opted Members.
- 13. Time to Change Employer Pledge**
JT briefed the Board on the Time To Change Employers Pledge which members of the Health and Wellbeing Board had committed to sign. Following discussion, the Directors agreed that it was appropriate for Healthwatch Worcestershire to sign the Pledge and JT reported on progress in making the application. The Directors delegated the responsibility to JT to complete the application.
Action: JT to progress
- 14. Company Membership Applications**
The Directors unanimously approved the following applications for membership of the Company Membership Scheme:
- Kidderminster and Worcestershire Prostate Cancer Support Group
 - Age UK Bromsgrove, Redditch & Wyre Forest
- 15. Healthwatch Worcestershire's Annual Conference 2020**
The Board noted that the Annual Conference will take place at Sixways Conference Centre on Thursday 25 June 2020 between 1000 - 1500 hrs, and that Sir Robert Francis, Chair of Healthwatch England will attend as the keynote speaker.

16. Quality of Health and Social Care Services

- Worcestershire Acute Hospitals NHS Trust:
 - Stroke Service - SA reported a meeting with the Chief Operating Officer at which progress in improving the current stroke service had been discussed; joint working with Wye Valley Hospital Hereford including implementation of a tele-medicine facility, introduction of a dedicated stroke ward at Worcester Royal Hospital.
 - Sepsis - SA reported that he had met with the Chief Medical Officer who had provided reassurance on the Trust's management of sepsis.
 - Service changes at Evesham Hospital - SA reported attendance at an engagement event at Evesham Community Hospital organised by Worcestershire Acute Hospital Trust to explain the Trusts decision relocate minor surgery from that site to Kidderminster Hospital to make way for a new endoscopy suite on the site as part of the Trust's plan to improve its endoscopy service.
- Care Quality Commission:
 - Autism and inspection of primary care services - SA reported that Morag Edmondson had presented Healthwatch Worcestershire's Autism work to the regional CQC Primary Care team, which had been well received and had increased the Inspectors awareness of Autism issues which would influence future inspections.